Phiston TECHNOLOGIES® INC.

Innovation Ingenuity Integrity

User Manual

MediaVise®
Solid State Drive Destroyer

Do not attempt to operate or maintain this machine until you have read thoroughly and understand completely all operating instructions and safety rules contained in this manual.

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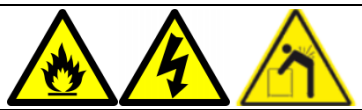
Important Safety Highlights and Information

DANGER!



STOP! Do not attempt to operate or maintain this machine until you have read thoroughly and understand completely all operating instructions and safety rules contained in this manual. Failure to comply can result in accidents involving serious personal injury, fire, electric shock, and/or irreparable damage to the machine.

This machine weighs approximately 160 lbs. (185 lbs. crated). It requires ***at least*** two persons capable of lifting this weight, to lift, move or relocate the machine. The machine should only be placed on a sturdy, level surface capable of bearing this weight plus any other objects or forces that might be placed on the surface.

This machine generates up to 40,000 pounds per square inch of crushing force that could cause serious bodily harm. NEVER repeat NEVER attempt to bypass the safety features of the MediaVise SSD Destroyer. Never insert body parts, extraneous tools, or any other objects in the machine, except as provided in this manual. Never attempt to open this machine, unless you are an authorized, qualified service professional.

This machine is a potential source of electric shock if it is not properly set up and operated. Do not allow the machine to get wet, including exposure to moisture, rain, snow, or any forms of liquids such as beverages.

This machine must only be plugged into a properly grounded outlet that can supply the power needed to safely run the machine. Failure to do so may present electrical and/or fire hazards.

CAUTION!

This machine should ONLY be opened or serviced by qualified service personnel.

When operating or servicing this machine, or if you are an observing bystander, you must wear the appropriate personal protective equipment (eye and/or hand protection) recommended in this manual.

Safe operation of this machine requires that you read and understand this user manual and all labels affixed to the machine.

You should keep this user manual handy, and review it frequently for continued safe operation. It must be made available to anyone who is authorized to use the machine.

ATTENTION!

The information and specifications included in this manual were those in effect at the time of publication Notwithstanding, Phiston Technologies, Inc. (also referred to herein as Phiston), reserves the right to discontinue or change specifications or design at any time without notice and without incurring any obligation whatsoever, provided such changes are with the intent of improving the safety, operation and functionality of the machine.

Thank You

Dear MediaVise SSD Destroyer Owner,

Congratulations and thank you for selecting Phiston Technologies, Inc.'s state of the art ***MediaVise SSD Destroyer*** for your data destruction needs!

Your MediaVise SSD Destroyer has been engineered and manufactured to Phiston's high standards for quality, dependability, ease of operation, and safety, and to meet the rigorous testing, regulatory and certification standards required in the industry. This user manual is your guide and first step toward what we are confident will be years of rugged, reliable, trouble-free performance. And, you have the confidence of knowing that our products are backed by first class engineering and technical support teams that stand ready to assist you in any way we can.

Your User Manual

We would like to help you to get the best possible results from your MediaVise SSD Destroyer, and to operate it safely. We therefore urge you to take the time to review this user manual completely, and familiarize yourself thoroughly with the operational, maintenance and safety guidelines provided BEFORE attempting to set up or operate your MediaVise SSD Destroyer. Pay close attention to the rules for safe operation, warnings, and cautions. If you use your machine properly and only for the purpose for which it is intended, you will enjoy years of safe, reliable service.

Warning Symbols

As you read this manual, please be alert to sections preceded by notice and warning symbols such as and . These symbols are intended to direct your attention to information that is important, and in some cases critical, to the safe, effective, and reliable operation of your MediaVise SSD Destroyer.

Warranty

Please familiarize yourself with the warranty policy that covers your MediaVise SSD Destroyer to fully understand the coverage provided, any limitations, as well as your responsibilities as an owner in ensuring that your MediaVise SSD Destroyer does not fall out of warranty. Pay attention to things that an owner should NOT do so as not to void the warranty.

Scheduled Maintenance

When your MediaVise SSD Destroyer needs scheduled maintenance, please keep in mind that your dealer is plugged in to a network of service personnel who are qualified and authorized to service your machine. Staff at your dealership will be pleased to answer any questions or concerns you may have in this regard.

Thank you for entrusting us with your data destruction needs.

Sincerely,

Phiston Technologies, Inc.

1 A Few Words About Safety

Your safety and the safety of others are a paramount concern, and using this machine safely is an important responsibility. Do not attempt to operate or maintain this machine until you have read thoroughly and understand completely all operating instructions and safety rules contained in this manual. Failure to comply can result in accidents involving serious personal injury, fire, electric shock, and/or irreparable damage to the machine, ***and will void your warranty***.

Some safety instructions apply to more than one section of this manual and may be repeated for ease of reference or to emphasize importance.

1.1 Key Safety Symbols

The following safety symbols are used throughout this manual, and in some instances on the machine, to attract your attention to possible dangers, or specific actions that need to be taken. The safety symbols, and the explanations with them, deserve your careful attention and understanding. They do not by themselves eliminate any danger. The instructions or warnings they give should not be substitutes for proper accident prevention protocols and common sense.

	DANGER: This symbol highlights hazardous situations that could arise and would result in serious bodily injury, death or extensive property damage if warnings are ignored and proper safety precautions are not taken.
	WARNING: This symbol alerts users to specific actions that must be taken to prevent possible bodily injury, and/or irreparable property and equipment damage if instructions are not followed.
	CAUTION: This symbol alerts users to follow instructions to prevent bodily injury or damage to property or equipment.
	REMINDER: This symbol directs users' attention to important information, instructions, or actions that need to be taken.

The following may also be used to indicate specific risks, hazards or protective measures that should be taken.

	Fire Hazard
	Electrical Shock Hazard
	Sharp Object Hazard
	Heavy Object – Minimum 2 Person Lift Required

	Explosion Hazard
	Entanglement hazard. Keep hands, loose clothing, and long hair away from moving parts.
	Eye Protection Required
	Hand Protection Required

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2 Electrical Safety Instructions

Your MediaVise SSD Destroyer has been designed and engineered with safety features that allow it to be operated safely. Ignoring or circumventing safety procedures and mechanisms are the leading cause of electrical hazards in the workplace. To reduce the risk of electric shock, fire, injuries, and/or damage to your MediaVise SSD Destroyer, please follow these safety instructions.

2.1 Grounding

For your protection, your MediaVise SSD Destroyer is equipped with a power cord with a grounded, 120 volt, NEMA 5-15 three-prong electrical plug. It should only be plugged into a matching 120 volt outlet that is properly installed and grounded in accordance with all local codes and ordinances. Where possible, the MediaVise SSD Destroyer should be plugged into an outlet on a dedicated circuit rated at least 20 Amps. If the MediaVise SSD Destroyer will be sharing a circuit with other loads (e.g. computer equipment, appliances, lighting, etc.), then to avoid an overload condition that will trip the circuit breaker, please ensure that the circuit is sufficiently rated to ***meet the total peak current requirements of the MediaVise SSD Destroyer plus all additional loads***. Under no circumstances should the grounding prong be removed or modified in any way that would defeat this safety mechanism. In addition, the power cord that comes with your MediaVise SSD Destroyer must not be replaced with one that does not provide grounding protection.

2.2 Why is grounding necessary?

If an electrical connector inside the machine were to come lose, or if a liquid were accidentally spilled and came in contact with the electrical circuits inside the machine, the body or frame of the MediaVise SSD Destroyer could become electrically charged and present an electrocution hazard. To safeguard against this condition, the body and frame of the MediaVise SSD Destroyer are grounded so as to provide a low resistance pathway to redirect electricity away from any person who may touch the machine.

2.3 Use of an Extension Cord or Power Strip

The use of extension cords (including power strips) will inherently result in a voltage drop and loss of power delivered to the machine. Low voltage may cause the motor in the machine to struggle, stall, overheat and even burn out. Furthermore, an extension cord that is not adequately rated to supply power to the MediaVise SSD Destroyer can quickly overheat and start a fire. As far as possible, the use of extension cords for power equipment should be avoided or minimized.

If an extension cord must be used, voltage and power losses (and fire risk) can be minimized by using a heavy duty cord designed for power equipment, and keeping its length as short as possible. Use only 3-conductor extension cords that have a 3-prong grounded plug at one end, and a grounded receptacle at the other end in to which the MediaVise SSD Destroyer is plugged.

The maximum current that the MediaVise SSD Destroyer draws is 15 amps at 120 volts. To determine the minimum American Wire Gauge (AWG) size for the length of the extension cord needed for your application, please refer to an AWG Rating Chart for Extension Cords, or consult a qualified Electrician.

As a temporary measure, you may use a 10 AWG (or heavier duty) grounded extension cord for distances up to 25 feet. Bear in mind that an extension cord should never be used as a permanent means to connect your MediaVise SSD Destroyer, but only until the machine can be relocated closer to a wall receptacle, or until a new receptacle can be installed closer to the machine.

2.4 Other Electrical Safety Guidelines

Periodically check power cords for any signs of overheating. If the plugs, receptacles or power cords being used with your MediaVise SSD Destroyer feel hot to the touch, immediately turn off the machine, disconnect from the wall receptacle, and contact a qualified electrician to determine the cause of overheating.

Always take appropriate steps to ensure that power cords and/or extension cords do not present a trip or fall hazard.

Replace damaged or frayed cords immediately. Damaged cords increase the risk of electrical shock and fire.

This machine is a potential source of electric shock if it is not properly set up and operated. Do not allow the machine to get wet, including exposure to moisture, rain, snow, or any forms of liquids such as beverages.

It is good practice to turn off all power switches before plugging or unplugging the machine. In particular, make sure that the Main Circuit Breaker on the machine is in the "OFF" position before plugging it into a receptacle. This will prevent accidental starting.

When unplugging an electrical power cord, do not pull on the cord; grasp firmly and pull on the plug.

3 General and Personal Safety Instructions

Failure to follow the instructions listed below may result in electrical shock, fire, and/or serious personal injury.

1. Know how to quickly stop the machine in case of an emergency using the power switch on the front panel and/or the rear of the machine, or unplugging the power cord from the rear of the machine or from the wall outlet.
2. Do not use the machine if the "ON/OFF" switch is not working. Operating a machine that cannot be controlled by you is dangerous and must be repaired before use.
3. Keep your work area clear and well lit. Cluttered work surfaces and dark areas invite accidents.
4. Do not operate the machine in an unsafe environment such as those containing explosive atmospheres, flammable liquids, gases and/or dust.
5. Do not operate the machine while under the influence of alcohol, drugs, and/or medications that can affect you motor skills. Do not operate the machine while drowsy, tired and/or distracted.
6. Keep people not involved with the work area, especially children, away from the work area while operating a machine.
7. Dress appropriately. Do not wear loose fitting clothing or jewelry. Keep long hair in place and contained. Keep clothing, hair and other body parts away from moving parts of the machine. Loose clothing, jewelry and hair can become snagged in moving parts.
8. Remove any tools, adjusting instruments or handles from the machine before turning it on. Extraneous objects left attached to a rotating part could cause personal injury.
9. Always wear appropriate safety equipment such as eye protection and gloves while operating or servicing power equipment. Use appropriate dust respirators, hearing protection, hard-hat, face shield or safety shoes as dictated by the work environment.

4 Description and Specifications

The Phiston MediaVise SSD Destroyer uses the power of hydraulics in conjunction with our patented crushing plates to effectively crush and mangle solid state drives, rendering them unreadable and unrecoverable. Solid state drives are impaled by over 180 interlocking points with a crushing force of 20 tons; and, each point causes severe local warping onto the solid state drive as it is pierced from both sides, targeting every memory chip on the solid state drive. The destruction cycle takes about 30 seconds, after which the destroyed solid state drive is ejected into a debris collection bin.

4.1 Guaranteed to Destroy Solid State Drives

The Phiston MediaVise SSD Destroyer is guaranteed to destroy 2.5" and 3.5" computer solid state drives as well as 2.5" hard disk drives. It is designed to exceed U.S. Department of Defense's National Security Agency (NSA) guidelines for data destruction.

NOTE: The Maximum Media Size that the MediaVise SSD Destroyer will accept is 5.75" x 4" x 1.25" (H x W x D).

4.2 Other Media that can be Crushed by the MediaVise SSD Destroyer

The MediaVise SSD Destroyer will also crush and render unusable other electronic data storage devices that may contain sensitive or personally identifiable information, such as cell phones, personal digital assistants (PDAs), solid state storage media, GPS devices, and small circuit boards. However, data destruction to NSA specifications is NOT guaranteed.

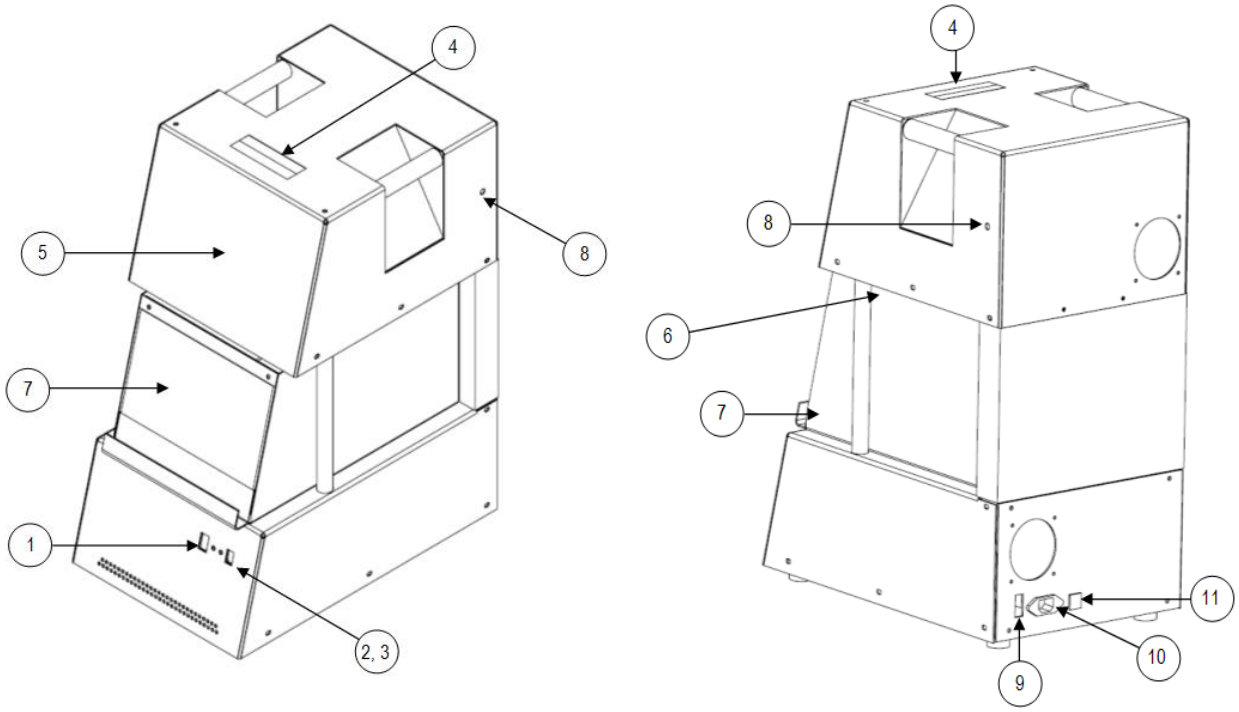
WARNING: Do not place magnetic tapes or other thermo-plastic devices in the MediaVise SSD Destroyer as they could melt under extreme pressure and foul the crushing chamber of the machine.

DANGER: Explosion Hazard - Remove all batteries from any device (such as cell phones) ***before*** they are put in the MediaVise SSD Destroyer. Failure to do so could result in a dangerous explosion. If you are unsure whether a device contains a battery, DO NOT put it in the MediaVise SSD Destroyer.

4.3 Specifications

Actual Weight	160 lbs.
Product Dimensions	25” x 12” x 19” (H x W x D)
Shipping Weight	185 lbs.
Shipping Dimensions	30” x 15” x 22” (H x W x D)
Voltage	120 Volts A.C. ±10%, 60Hz
Maximum Current	15 Amps @ 120V
Cord Specifications	6’ @ 15 Amps
Maximum Media Size	5.75” x 4” x 1.25” (H x W x D)
Full Cycle Time	30 seconds
Operating Temperature	40-100 °F

4.4 MediaVise SSD Destroyer Diagrams



1. Power Switch
2. Crush Button if pressed downwards
3. Reverse Button if pressed upwards
4. Feed Doors
5. Crushing Chamber (located below the Feed Doors)
6. Drop Door (located below the Crushing Chamber, above the Collection Drawer)
7. Collection Drawer
8. Manual Unjam Port
9. Main Circuit Breaker (Power ON/OFF)
10. Power Receptacle
11. Secondary Circuit Breaker

5 Packing List and Unpacking Instructions

Careful attention has been paid to packaging your MediaVise SSD Destroyer to minimize any risk of damage during shipping. Your package and its contents will be insured against damage or loss; however, Phiston's and the shipping company's responsibilities for safe delivery ends the minute you take possession of your shipment. The following alert and instruction will be sent to you via email to ensure that you take the necessary actions when your shipment is delivered.

ATTENTION: Before accepting your MediaVise SSD Destroyer package, inspect the shipment for any signs of damage, improper handling and/or tampering. Note the orientation in which the unit was delivered. The shipment should be delivered in the upright position.

If there is significant damage to the crating or packaging of your shipment, decline delivery and immediately contact Phiston Technologies.

If the shipment appears to have been mishandled or tampered with in any way, DO NOT sign for or accept delivery of the shipment until you have had an opportunity to open and inspect your shipment. If there is damage to the contents of your shipment, or if any parts are missing, decline delivery and immediately contact Phiston Technologies.

5.1 Packing List

When you receive your MediaVise SSD Destroyer shipment, a copy of the Packing List will be included with the shipping documents as a means of verifying the package contents. It also serves to inform all parties, including transport agencies, government authorities, and customers, about the contents of the package.

Your package will contain the following:

- ✓ Phiston MediaVise SSD Destroyer
- ✓ Phiston MediaVise SSD Destroyer User Manual
- ✓ Phiston MediaVise SSD Destroyer Limited Warranty
- ✓ 6 ft. Power Cable (rated for 15 A @ 120 V)
- ✓ 3/16” Hex Handle (manual unjamming tool)

ATTENTION: If after unpacking your MediaVise SSD Destroyer you discover that any of the above items is missing or damaged, immediately contact your dealer or Phiston Technologies.

5.2 Unpacking Instructions

CAUTION: This machine weighs approximately 160 lbs. and its shipping weight is approximately 185 lbs. This machine cannot and should not be moved by one person. It requires ***at least*** two persons capable of lifting this weight, to lift, move or relocate the machine.

The machine should only be placed on a sturdy, level surface capable of bearing this weight plus any other objects or forces that might be placed on the surface.

Failure to observe these safety precautions could cause serious bodily harm to you and/or others in the work area, as well as property and equipment damage.

After the shipment has been inspected and accepted, use a screwdriver to remove the screws from the top and front of the crate. Remove the top and front panels. Remove the protective foam to expose the MediaVise SSD Destroyer.

ATTENTION: Please save all crating, packaging and insulation materials in case the unit has to be returned or re-shipped.

With one capable person standing on each side of the MediaVise SSD Destroyer, use the bottom surface of the unit to lift and move it out of the crate.

The machine should only be placed on a sturdy, level surface capable of bearing its weight plus any other objects or forces that might be placed on the surface. For the MediaVise SSD Destroyer alone, we recommend a table, desk or other sturdy surface capable of safely supporting at least 200 lbs. on a continuous basis.

In case the MediaVise SSD Destroyer must be repacked for shipping, carefully place the unit back into the crate, and replace the protective foam around the unit. Close the crate by replacing the front and top panels and securely fastening them with screws.

5.3 Installation Instructions

5.3.1 Inspect Your MediaVise SSD Destroyer

Your MediaVise SSD Destroyer was thoroughly inspected and tested before leaving our factory.

Before Installing the MediaVise SSD Destroyer, inspect the unit for any parts that might have been damaged during shipping. If there are any damaged or loose parts, or if hydraulic fluid is leaking from the machine, please immediately contact your dealer or Phiston Technologies Customer Service. For more information, refer to section 13, “Customer Service,” on page 20.

5.3.2 Where to Install Your MediaVise SSD Destroyer

After the inspection is completed, place the MediaVise SSD Destroyer in a location where it will have a minimum clearance of 3" in the back and on its sides. No objects should obstruct the airflow through the sides or the back of the unit.

Your MediaVise SSD Destroyer weighs approximately 160 lbs. It should only be placed on a sturdy, level surface capable of bearing this weight plus any other objects or forces that might be placed on the surface. For the MediaVise SSD Destroyer alone, we recommend a table, desk or other sturdy surface capable of safely supporting at least 200 lbs. on a continuous basis.

Locate your MediaVise SSD Destroyer close to a grounded 120 Volt NEMA 5-15 outlet capable of delivering at least 15 Amps. The maximum current required by the MediaVise SSD Destroyer is 15 Amps. Where possible, the MediaVise SSD Destroyer should be plugged into an outlet on a dedicated circuit rated at least 20 Amps. If the MediaVise SSD Destroyer will be sharing a circuit with other loads (e.g. computer equipment, appliances, lighting, etc.), then to avoid an overload condition that will trip the circuit breaker, please ensure that the circuit is sufficiently rated to ***meet the total peak current requirements of the MediaVise SSD Destroyer plus all additional loads***.

5.3.3 Connecting Your MediaVise SSD Destroyer

STOP! Do not attempt to connect your MediaVise SSD Destroyer machine until you have read thoroughly and understand completely all operating instructions and safety rules contained in this manual.

Before plugging your MediaVise SSD Destroyer into an electrical outlet, make sure that the Power Switch on the front panel of the unit is set to "Standby" and that the Main Circuit Breaker on the rear of the unit is in the "OFF" position.

Failure to comply can result in accidents involving serious personal injury, fire, electric shock, and/or irreparable damage to the machine.

After you have taken the above precautions, connect the power cord that was supplied with your MediaVise SSD Destroyer to the power receptacle at the rear of the machine, and plug the other end into the power outlet.

6 Operating Instructions

Place the Main Circuit Breaker in the back of the unit to the "Reset" position to initiate the MediaVise SSD Destroyer. The red Main Circuit Breaker light will illuminate when the MediaVise SSD Destroyer is initiated. Flip the Power Switch in the control panel to the "Ready" position to turn on the unit. The green light will illuminate when the MediaVise SSD Destroyer is ready for operation. At this time it is safe to open the feed door and insert your media as is directed in section 7, "Destroying Solid State Drives and Other Media," on page 15.

WARNING: Do not place magnetic tapes or other thermo-plastic devices in the MediaVise SSD Destroyer as they could melt under extreme pressure and foul the crushing chamber of the machine.

DANGER: Explosion Hazard - Remove all batteries from any device (such as cell phones) ***before*** they are put in the MediaVise SSD Destroyer. Failure to do so could result in a dangerous explosion. If you are unsure whether a device contains a battery, DO NOT put it in the MediaVise SSD Destroyer.

Once your media is inserted, begin the crush cycle by pressing the "Crush" button located on the bottom front of the machine. The feed doors will lock during the crush cycle in order to prevent user injuries. Once the crush cycle ends, the drop door will open and release your destroyed media into the collection drawer.

It is normal to hear cracking and popping noises while the storage device is being crushed. This noise is indicative of your media's destruction and is to be expected.

WARNING: Do not place your hand or fingers anywhere inside the MediaVise SSD Destroyer for any reason! Do not attempt to place anything in the MediaVise SSD Destroyer while the crush cycle is taking place. If you need to cancel a crush cycle immediately, turn off the power or perform a reverse cycle as directed in section 8, "Canceling/Reversing a Crush Cycle," on page 16.

The maximum amount of debris the collection drawer can hold is marked on the glass by the uppermost horizontal line. Empty the collection drawer when the debris reaches this line. Debris allowed to accumulate above this line could cause other media to jam and/or not fall properly after the crushing process is complete.

CAUTION: Debris from destroyed objects may have sharp edges and, as such, should be handled with care. Use the supplied collection drawer to safely dispose of destroyed devices and media. Wear leather protective gloves and eye protection to prevent injuries from sharp edged particles and/or parts, or shrapnel that could become airborne if a crushed hard drive is accidentally dropped.

NOTE: If your device or media fails to drop from the crushing chamber and into the collection drawer, see section 9, “Ejecting Stuck Debris from the Crushing Chamber,” on page 17.

7 Destroying Solid State Drives and Other Media

The MediaVise SSD Destroyer is designed to be an industrial level data destroyer. Caution must always be taken when feeding solid state drives and other media into the machine to be destroyed. Section 4, "Description and Specifications," on page 5 describes the types of computer solid state drives and other media that can be destroyed with the MediaVise SSD Destroyer.

DANGER: NEVER attempt to bypass the safety features of the MediaVise SSD Destroyer. Never insert body parts, extraneous tools, or any other objects in the machine. Do not attempt to open this machine, unless you are an authorized, qualified service professional

7.1 Feeding Computer Solid State Drives and Other Media into the MediaVise SSD Destroyer

7.1.1 Solid State Drives

To feed properly, place the solid state drive on the feed door. With your palm placed on the top end of the solid state drive, push down until the solid state drive falls through the feed doors. At this time the MediaVise SSD Destroyer is ready to begin its operation.

7.1.2 Cell Phones and Other Media

For cellular phones and other media smaller than 5.75" x 4" x 1" (H x W x D), follow the same procedure used for solid state drives.

WARNING: Lithium Ion batteries commonly used in cellular phones may explode during a crushing operation. Remove all batteries from devices before inserting them into the MediaVise SSD Destroyer.

CAUTION: Load only one object at a time into the MediaVise SSD Destroyer. Loading more than one device or media may overload the crushing chamber and could cause potential damage to the MediaVise SSD Destroyer and/or the operator.

CAUTION: Always use caution when loading and unloading any items into the MediaVise SSD Destroyer.

8 Canceling/Reversing a Crush Cycle

If you placed an incorrect media into the unit's crushing chamber or would like to remove the media from the crushing chamber for any reason, use the following steps to safely remove the media.

8.1 Method 1: Reverse Cycle

During a crush cycle, quickly press the "Reverse" button. This will cancel the crush cycle, reverse the system, and automatically eject your media from the crushing chamber.

8.2 Method 2: Power Off

If the MediaVise SSD Destroyer is powered off during a crush cycle, the system will immediately shut down. Once power is restored, the machine will automatically begin a reverse cycle; however, the auto-eject function will not trigger, and the hard drive will remain in the crushing chamber.

8.2.1 Power Switch

During the crush cycle, set the Power Switch to "Standby". Set the Power Switch back to "Ready" and the MediaVise SSD Destroyer will go directly into a reverse cycle. This will cancel the crush cycle and reverse the system.

8.2.2 Main Circuit Breaker

During the crush cycle, set the Main Circuit Breaker to "OFF". Switch the Main Circuit Breaker back to "Reset" and the MediaVise SSD Destroyer will go directly into a reverse cycle. This will cancel the crush cycle and reverse the system.

NOTE: The MediaVise SSD Destroyer will NEVER automatically eject a hard drive if it has not been fully crushed unless the user manually presses the "Reverse" button. You can also eject your media by following the steps outlined in section 9, "Ejecting Stuck Debris from the Crushing Chamber," on page 17.

NOTE: If the reverse cycle was not initiated before the crushing plates made contact with your storage device, then your storage device may have been damaged and, therefore, the functionality of your device cannot be guaranteed.

9 Ejecting Stuck Debris from the Crushing Chamber

Occasionally, after a solid state drive (or other device) has been crushed in the crushing chamber of the MediaVise SSD Destroyer, debris many become lodged in the chamber and may not readily fall into the debris collection drawer at the end of a crush or reverse cycle. To eject the stuck debris, perform the procedures outlined below:

1. Turn the Power Switch to the "Ready" position to turn on the MediaVise SSD Destroyer.
2. Run a reverse cycle by following the steps outlined in section 8, "Canceling/Reversing a Crush Cycle," on page 16. The device should drop into the collection drawer at the end of the reverse cycle.
3. If the device still has not dropped into the collection, then initiate a manual unjam procedure. Insert the 3/16" hex handle (supplied with your machine) into the manual unjam port located on the right side of the MediaVise SSD Destroyer. Turn the hex handle clockwise approximately 3 revolutions or until the hex handle doesn't turn any further. By that point, the stuck device debris should fall into the debris collection drawer. If it does not, then repeat the process. Do not apply excessive force after the handle stops turning.
4. In the case that the device did not fall into the collection bin following the previous steps, run a crush cycle.
5. Repeat process as necessary.

CAUTION: In the event that the device is stuck only partly inside the crushing chamber and/or is hanging partly out of the crushing chamber, DO NOT follow step 4 of this section as this may cause damage to the machine. Perform steps 2 and/or 3 to resolve this issue.

CAUTION: Turn the hex handle in a clockwise direction only! Turning the hex handle counterclockwise could cause the unjamming procedure to malfunction and could cause permanent damage to the manual unjam mechanism.

10 Maintenance & Service

WARNING: Never attempt to open or remove the outer casing of the MediaVise SSD Destroyer. Never attempt to work on the unit while it is in operation. The MediaDice does not contain any user-serviceable parts. Please refer any servicing (mechanical and/or electrical) to qualified service personnel authorized by your dealer or Phiston Technologies to perform such work. Service performed by unauthorized personnel may result in injury or damage to property, ***and will void your warranty***.

Perform a self-check routine after every 6 months in order to verify the product's functionality. In order to do a self-check routine, complete the following steps without placing any devices or media inside the machine:

1. Flip the Power Switch to the "Ready" position to ready the MediaVise SSD Destroyer for operation.
2. Run the crush cycle.
3. Run the reverse cycle.
4. Perform step 3 from section 9, "Ejecting Stuck Debris from the Crushing Chamber," on page 17. Make sure the drop door returns back to its original closed position.
5. Power off the MediaVise SSD Destroyer.
6. Completely empty the collection drawer.
7. Wipe clean the collection drawer with a clean cloth or a soft brush.

CAUTION: Debris from destroyed objects may have sharp edges and, as such, should be handled with care. Use the supplied collection drawer to safely dispose of destroyed devices and media. Wear leather protective gloves and eye protection to prevent injuries from sharp edged particles and/or parts when placing your hand inside the collection drawer, or shrapnel that could become airborne if a crushed hard drive is accidentally dropped.

NOTE: Check the MediaVise SSD Destroyer for excessive dirt before and after every use. Clean the MediaVise SSD Destroyer when necessary. To clean the MediaVise SSD Destroyer, unplug it and clean with a clean cloth. Never use flammable liquids or solvents to clean the MediaVise SSD Destroyer.

NOTE: If your device or media fails to drop from the crushing chamber and into the collection drawer, see section 9, "Ejecting Stuck Debris from the Crushing Chamber," on page 17.

Should you find something wrong with your machine, refer to section 11, "Troubleshooting," on page 19.

If serious issues become apparent, report them to Phiston Technologies Customer Service. If the issues cannot be resolved, you will be directed to a service representative in your area/region for servicing or repair. If none are available, Phiston will provide further instructions on how to obtain service in your area. For more information, refer to section 13, "Customer Service," on page 20.

11 Troubleshooting

#	Issue	Solution
1	The feed doors on the MediaVise SSD Destroyer will not open to allow insertion of media.	The MediaVise SSD Destroyer automatically locks the feed doors during operation. Wait until the crush or reverse cycle is complete to insert a new media.
2	The solid state drive is stuck in the crushing chamber.	Follow the steps outlined in section 9, “Ejecting Stuck Debris from the Crushing Chamber,” on page 17.
3	The solid state drive only fell half way out of the crushing chamber.	Do not run a crush cycle. Solid state drives that accumulate directly under the drop door may cause the crushed solid state drive to drop only partially. Emptying the collection drawer will avoid this problem. Follow the steps outlined in section 9, “Ejecting Stuck Debris from the Crushing Chamber,” on page 17.
4	Media inserted through the feed doors will not fully enter the crushing chamber.	The crushing chamber may still have debris or remnants of a previously destroyed media. Remove your device from the MediaVise SSD Destroyer and follow the steps outlined in section 9, “Ejecting Stuck Debris from the Crushing Chamber,” on page 17.
5	The power went out mid cycle with my solid state drive still in the crushing chamber.	The MediaVise SSD Destroyer will recover by performing a full reverse cycle, allowing your media to drop into the collection drawer. If the media hasn’t been destroyed, place it back into the crushing chamber and rerun the crush cycle.
6	The solid state drive falls right into the collection drawer after inserting it through the feed doors.	This will occur when the drop door is not fully in place, thereby preventing a solid state drive from staying inside the crushing chamber. Perform a reverse cycle or follow step 3 in section 9, “Ejecting Stuck Debris from the Crushing Chamber,” on page 17 until the drop door has regained its original position.
7	The MediaVise SSD Destroyer will not crush my media after running a crush cycle.	The MediaVise SSD Destroyer is likely running low on hydraulic fluid. Contact your dealer or Phiston Customer Service so that your machine can be serviced.
8	The bottom of the MediaVise SSD Destroyer is leaking oil.	This occurs when the MediaVise SSD Destroyer is placed on its side, tilted, or moved about for extended periods. Please refrain from moving the MediaVise SSD Destroyer too often as it may cause the unit to leak hydraulic fluids. If the MediaVise SSD Destroyer has leaked an excessive amount of hydraulic fluid, Contact your dealer or Phiston Customer Service so that your machine can be serviced.
9	The MediaVise SSD Destroyer is making odd noises.	The MediaVise SSD Destroyer will often produce different sounds depending on the stage of a crush or reverse cycle. A constant humming noise during a cycle will denote the MediaVise SSD Destroyer’s hydraulic power and an applied 40,000 pounds of force. If a user inserts media into the unit and begins a crush cycle, cracking and popping noises may be

		heard. These sounds will be apparent when the user's media is being crushed and destroyed. Furthermore, the MediaVise SSD Destroyer will occasionally create a loud, buzzing noise when media is being dropped from the crushing chamber and into the collection drawer. If you feel the MediaVise SSD Destroyer is make sounds that are not normal, call Phiston Customer Service.
10	The MediaVise SSD Destroyer will not turn on.	If the MediaVise SSD Destroyer does not turn on, follow these procedures: • Check that the Main Circuit Breaker in the back of the MediaVise SSD Destroyer is set in the "Reset" position. • Check that the Power Switch in the control panel is set in the "Ready" position. • Make sure that the unit is properly plugged in. • Ensure that the Secondary Circuit Breaker, located to the right of the power receptacle, has not been ejected from its seated position. If the Secondary Circuit Breaker has been ejected, then the MediaVise SSD Destroyer has experienced a power surge or a short circuit. Make sure the Power Switch and the Main Circuit Breaker are set to "OFF" and disconnect the power cable. Then, push the Secondary Circuit Breaker back into its original position. • Ensure that the Main Circuit Breaker, located to the left of the power receptacle on the back of the unit, is set to the "Reset" position and is still illuminated. If the Main Circuit Breaker is not illuminated, then it has been tripped and the MediaDice has experienced a power surge or a short circuit. Manually reset the Main Circuit Breaker by switching it to the "OFF" position and then back to the "Reset" position. • Check the power cable and the outlet for any defects. If you are in doubt as to the status of your outlet, test the outlet with a lamp or other appliance, or try another outlet. If you are still uncertain as to the status of your outlet, consult a qualified electrician.

Refer to section 13, "Customer Service," for any issues that cannot be resolved by following the solutions outlined in this section.

12 Warranty

Please refer to the supplied Phiston MediaVise SSD Destroyer Limited Warranty document for further information on warranty for the Phiston MediaVise SSD Destroyer.

13 Customer Service

To obtain service, technical support, or general information about the product and/or accessories, please:

Contact your dealer or vendor,

Or, call Phiston Technologies Customer Service at 305-517-1744 or e-mail us at support@phiston.com.

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